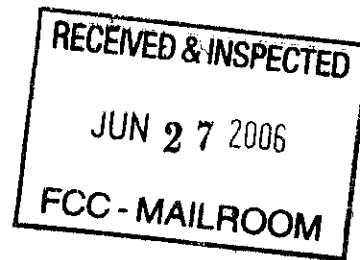


InTRAC

*Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired*

June 22, 2006

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington D.C. 20554



Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Gregory:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2005 through May 31, 2006. I have enclosed a copy of the following:

- Complaint Tracking for IN TRS/CapTel (6/01/05-5/31/06)

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 61 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC. The above information has been filed with Marlene H. Dortch, Office of the Secretary, Federal Communications Commission.

If you need more information, please contact me at 317-334-1413 or by email, INRELAY@aol.com.

Sincerely,

Ginny Barr
Executive Director

CC: Andrew D. Leffler, Indiana Sprint Account Manager

Enc.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/02/05	CapTel: Disconnect/Reconnect during calls.	06/02/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce their occurrence.
06/07/05	Voice customer said that the agent was rude. She said she kept giving the number to dial to the agent and there were high pitched tones on the line. She said the agent said something like "No response disconnecting". I apologized and told her there may have been some kind of technical problem and that we would follow up with the agent.	06/07/05	Agent did not hear voice customer. It may have been technical issue. Agent was coached to wait longer and listen for voice before switching to TTY.
06/15/05	Customer stated that at 11:38am a call was placed and felt that agent 1551 typed partial recorded message and redialed without their permission or per their instruction. No follow up necessary.	06/15/05	Supervisor clarified that the agent followed proper protocol when the agents utilizing the recording feature in which the recorded message was being relayed and during this process the voice person answered the phone. Agent then typed and notified the caller "One moment agent will redial for a live person" which is a correct procedure. The customer disagreed and disconnected.
06/18/05	VCO customer called in to say that agent 6021F was not able to type his answering machine message fast enough and the answer machine hung up. When agent redialed to get the rest, the message had been deleted. Called for the supervisor and there was garbling so the customer could not understand what was going on, that is when the customer was transferred to customer service. Apologized to the customer. Customer service also emailed the technician about the garbling issue. Customer would like Account Manager to email him with a follow up.	08/25/05	Account Manager sent an email to the user explaining what happened during the call that the operator wasn't able to follow the instruction given by the user due to the garbling. Advised the user to contact Sprint again if the garbling persists.

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07/14/05	Caller used TTY and VCO on calls is upset with agent slow typing and agent did not respond for 3 minutes. Caller berated agent during call asking what the hold up was. "Agents need more training and supervisors are just as dumb as agents." The customer service representative assured the customer that the supervisor will follow up with the agent.	07/14/05	Supervisor followed up with agent and coached on keeping the caller informed. The agent was reminded to ring bell whenever he had a problem on the floor and the supervisor would have been able to help.
07/16/05	The agent would not repeat what the TTY user had just typed, instead said "relay cannot get involved in the conversation." Since it was something that had just been typed the "two line" rule should have applied. Apologized for inconvenience, forwarded to proper center. No follow up requested.	07/16/05	Supervisor coached the agent on proper protocol.
07/20/05	TTY user complained that it was not fair that a deaf person can not dial '311' just like a hearing person. Apologized explaining that relay does require a 10 digit number, but that 911 can be accessed with relay. No follow up requested.	07/20/05	Account Manager not able to follow up with the customer as no contact information was given to the Customer Service representative.
07/23/05	Voice caller said that earlier today a TTY user called relay, reached her answer mach and said that the voice caller hung up. Voice caller was not home. Apologized for inconvenience. No follow up needed.	07/23/05	Agent does not recall having a problem with this call. Coached agent on sending proper macros and keeping customer informed.

07/23/05	Voice caller said that a TTY user called the relay and reached her answering machine and the message said that the voice caller hung up on the user. Voice caller was not even home and the relay reached her answering machine. Apologized for inconvenience. No follow up needed.	07/23/05	Agent was coached on the proper answering machine procedure.
07/26/05	CapTel: Accuracy of captions.	07/26/05	Explained captioning process. Apologized to customer for their experience. Asked customer to log any further problem calls and report.
07/26/05	CapTel: Captions lag too far behind voice.	07/26/05	Explained captioning process. Apologized to customer for their experience. Asked customer to document the date* time* and agent number when captions are inaccurate so we can further investigate.

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08/01/05	Customer gave agent number to dial 3 times. Agent didn't respond then after a long pause asked TTY user to repeat the number. Apologized for the inconvenience and said would pass on to the immediate supervisor. Follow up was requested, but no phone number was given.	08/01/05	Agent never received number to dial and followed proper procedure to receive the number to dial and dialed out. No phone number was listed and follow up was not possible.
08/01/05	Caller said agent asked him three times to repeat number gentling to. The caller stated that he has had problems with all agents requesting him to repeat numbers. Apologized for the problem. Follow-up with customer is not required.	08/01/05	Agent coached on proper procedure regarding solving garbling issues.
08/04/05	Voice person asked agent to repeat because she couldn't hear agent. Agent wouldn't repeat. Apologized for inconvenience; said would pass on to immediate supervisor. No follow up needed.	08/04/05	Supervisor met with the agent, but did not remember the call. Coached agent on always voicing a conversation loud and clear.
08/09/05	Caller said agent typed too slow and kept typing "one moment please, one moment please" Wanted to know why agent could not keep up with his conversation. Apologized for the problem. No follow-up required with caller.	08/09/05	Agent types at appropriate speeds when tested. Agent followed proper procedures by pacing when needed and used the appropriate phrasing to pace. Not an agent error.
08/14/05	Voice customer called to report garbling problems with mother's VCO Ameriphone. She says this has only been a problem today. Her mother can not read what relay is typing to her. Apologized and offered solutions for the garbling, including reducing background noise and checking line connection. Made a test call and did not have any garbling issues. Opened a trouble ticket and a follow-up was requested.	08/14/05	Technician explained to the user needed to press the 'release' button to reduce the amount of static and noise in the background to fix the garbling issue. The Account Manager called the user's daughter and confirmed that the garbling issue has been resolved and it hasn't happened again.
08/15/05	TTY customer states that this agent mis-dialed a call that was long distance and caused much confusion during the entire conversation when the call was finally placed. Customer no longer wishes to place calls through this center due to many problems with these agents. Apologized to the customer. No follow up requested.	08/15/05	Agent coached on the proper long distance procedure and double check the numbers being dialed.

08/17/05	TTY customer called to complain that, when asking to dial directory assistance, the agent typed "City and State?" before dialing out. Apologized. Explained that agent should only ask information as asked by DA recording and/or operator. No follow-up requested.	08/17/05	Agent coached to not prompt TTY customers for information prior to dialing out.
08/17/05	VCO user complains she is unable to make and receive relay calls due to caller ID not transmitting either way, but she gets a recording preventing her calls. I apologized for the problem, advising customer to use the VCO #, answer incoming calls "Hello VCO GA" and test called her # successfully reaching her, and entered a trouble ticket. Customer does want a call with the resolution.	08/17/05	Customer information did not appear to be updated in both database files. Updated customer record to show caller ID allowed. Account Manager called and talked with the customer's husband to confirm that the problem has been fixed.
08/24/05	Customer gave instructions to ask for the dad and agent did not follow instructions. Apologized and thanked the caller. No follow up needed.	08/24/05	Agent contradicted voice user's complaint. Coached agent on proper procedures.
08/25/05	CapTel: Accuracy of captions	08/25/05	Thanked customer for feedback and reported incidence to captioning service Call Center management for follow up.
08/29/05	The agent did not type complete conversation. TTY user did not understand outbound party due to omissions. Agent did not respond for 5 minutes. TTY user hung up. Thanked caller for feedback. No follow up needed.	08/29/05	Supervisor reviewed proper call processing procedures with the agent as well as the need to pace the voice. The agent understands the importance of typing everything verbatim that the agent hears the voice say and in the background. The agent will get a supervisor and fill out a trouble ticket in the future if they encounter any technical difficulties.
08/29/05	VCO user states that they had garbling problems during their call with agent 7718M. Apologize for the problem and turned in a trouble ticket. Customer said they would be available for the technicians if they had any questions.	09/14/05	Technician was able to reach the caller to reproduce the garbling issue. Technician has attempted to contact for three days according to the issued trouble ticket.
08/30/05	The caller reports that the agent seems to need training on processing VCO calls. His girlfriend cannot hear him speaking during the relay call. Also, he does not like changing agent during the call. Apologized for the inconvenience and referred caller to the Account Manager to discuss policy of changing agents during the call. Told him the report would be sent to the call center supervisor. No follow up requested.	08/30/05	Agent was not working at the time of the complaint filed nor prior to the time of complaint filed so the supervisor was not able to follow up. The Account Manager could not reach the customer after three attempts.
08/30/05	The caller reports that the agent seems to need training on processing VCO calls. His girlfriend cannot hear him speaking during the relay call. Also, he does not like changing agent during the call. Apologized for the inconvenience and referred caller to the Account Manager to discuss policy of changing agents during the call. Told him the report would be sent to the call center supervisor. No follow up requested.	08/30/05	Agent number has not been assigned at this time. Account Manager tried to contact the customer but calls have not been returned.

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09/06/05	VCO user complained that when she asked agent after the call how the other person did but the agent refused to tell her stating that she could not get in to a personal discussion with the caller. Apologized for the problem. Customer did not request follow up.	09/06/05	Followed up with the agent about this complaint. Operator offered voice tone description of the called party. Customer asked for evaluation of voice user performance. The agent followed the proper procedure. Customer was asking for information that the agent was not allowed to give.

09/06/05	VCO user called to complain that when she asked the agent a question about how the person she called sounded the agent called the supervisor. The caller complained that the floor supervisor was rude to her and told her that the agent was right that she could not ask how the other person sounded after the phone call. Apologized for the problem. Customer did not request follow-up.	09/06/05	Followed up with the agent about the complaint. The agent offered voice tone description of caller. Customer asked for evaluation of voice user performance. The agent has followed the proper procedure. Customer was asking for information that the agent was not allowed to give.
09/17/05	VCO customer states that during a very short conversation with her caller this operator typed, "Get off the phone", in his own words. Customer was very upset, and as a result, hung up the phone. Customer text messaged her caller without using the relay and confirmed that her caller did not say "Get off the phone" for the operator to type. Apologized and assured this matter would be taken care of by the operator's supervisor. No follow up requested.	09/26/05	Met with the agent. Coached the agent to ensure that this doesn't happen again. The agent was placed on written level of corrective action.
09/17/05	VCO customer stated that after a conversation the caller contacted them by different means and stated that this operator was "chomping" in their ear during the entire conversation. Customer was not sure if operator was chewing gum or not but states that it was very unprofessional and distracting. Apologized for the problem. No follow up requested.	09/17/05	The supervisor met with and coached the agent to ensure that this doesn't happen again. The agent was placed on written level of corrective action.
09/21/05	VCO Customer received garbled messages when using the relay service. Apologized for the problem and opened a trouble ticket. Follow up required by the Account Manager for the problem resolution.	09/29/05	Technician and caller conducted test calls and no garbling occurred during the test calls. Technician was unable to reproduce the garbling issue. The caller was advised to call for a supervisor when garbling occurs during a relay call. Account Manager advised the caller that sometimes Ameriphone VCO phones experience garbling.
09/21/05	Customer calling from her work line at the doctor's office trying to reach the relay service and the agent tries to dial out gets disconnected. This has happened several times on several attempts. Caller was not able to complete the call. The customer service representative was able to make the call for the customer. Apologized for the problem and assured that a trouble ticket would be sent on the problem. Follow up requested when the problem is fixed.	09/23/05	Technician was able to pinpoint the disconnection issue. At the gauntlet's office, voice co-workers hung up every time they heard TTY tones. Technician explained how the relay service worked and closed the trouble ticket. The caller has been notified.
09/29/05	VCO customer unable to call daughter problems for past two months as the agents heard the recording "does not accept unidentified calls" calls can be made direct dialed without any problems. Apologized to customer for problem encountered advised complaint and a trouble ticket would be entered. Customer requested contact.	09/29/05	Technician conducted test calls and confirmed that the number the caller has been trying to call has a privacy feature provided by the local telephone company. The privacy feature needs to be disabled to ensure that the relay calls will be processed through. Account Manager advised the caller to work with the local telephone company to have it resolved as the problem does not lie on the relay side.

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10/05/05	Voice caller complained her daughter received filthy threatening calls via relay. Customer wanted a copy of the conversation for police, and feels the language should not be allowed and never repeated to anyone. Apologized, explaining nature of relay. No contact wanted.	10/05/05	Acknowledged the customer's concern
10/16/05	Customer's notes explain that he uses TTY and sometimes VCO. The customer explained that the agent needed an additional training so she can be think quicker and type faster. The customer was also frustrated because the agent didn't open the voice line when he requested it. Customer started by using TTY; on this particular call the customer wanted his caller to hear his voice. Apologized. Follow up requested.	10/16/05	Agent was coached regarding reading customer notes and switching from TTY to VCO. Attempted to contact customer 3 times, but was unable to reach the customer.
10/24/05	TTY caller stated that this agent did not repeat everything verbatim and that the agent added their own ideas/words into the conversation causing customer's husband to leave work at mid-day and lose pay and come home. Customer stated they have a printed copy of the conversation. Apologized to this customer for the problems caused. Follow up from a supervisor and/or an Account Manager requested.	10/24/05	Reviewed proper call processing with the agent. She understands and will continue to follow verbatim guidelines. Supervisor initially contacted the customer and requested for more information. The customer noted that they would mail the information. The information was never received so attempts to contact the customer again occurred without success.
10/25/05	A TTY customer called to say the agent was not paying attention during a long-distance call. There were long delays between "GA"s and even after customer typed, "Agent are you there?" there was a very long delay before reply. Apologized. Offered to credit call if she sends in her bill. Follow-up requested.	10/25/05	Agent did not remember the call. Coached agent on staying focused on calls at all times. The customer could not be reached after three attempts.
10/25/05	CapTel: Captions lag too far behind voice.	10/25/05	Customer shared feedback regarding captioning speed. Customer Service Representative thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
10/27/05	CapTel: Captions lag too far behind voice.	10/27/05	Investigated incidence. Identified technical difficulty at the agent's work station and apologized to the customer for this occurrence.
10/31/05	Agent kept interrupting me. They made me lose my train of thought because they couldn't keep up. Thanked customer for letting us know and noted that we would forward this to the appropriate supervisor. No follow-up requested.	10/31/05	Agent was tested on speed and accuracy of typing and met both requirements. The agent was encouraged to constantly work toward increasing typing speed and accuracy. The agent also followed the proper procedure in slowing down the voice user.

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11/04/05	Voice customer called in to say that the agent paced her by saying "slow down, slow down... I must type everything you say.." The caller then lost her train of thought and asked the agent what her last words were. The agent did not tell her but continued to type. The supervisor spoke with this person and took the complaint. Customer does not need a follow up.	11/04/05	Agent was coached on using standard slow down and standard phrasing in order to type a call verbatim without interrupting a call.
11/21/05	Account Manager received an email from customer saying that agent left this message on TTY answer mach: auto answer on relay indicator 6344F with a message that was not readable. The customer feels that agents need more training.	11/21/05	Reviewed complaint with the agent. Agent did not remember call. Reminded agent to ring for supervisor if there is a problem. Supervisor thinks that it may have been garble, as the auto-macro sent at beginning of the call.

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12/20/05	CapTel: Caller ID	12/21/05	Advised customer how to call to the "Do Not call" Registry.
12/22/05	CapTel: Accuracy of captions.	12/22/05	Customer shared feedback regarding accuracy of captions. Customer Service representative apologized for incidence* thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/11/06	Agent told the caller she was unable to access his voice mail because she didn't know how to enter a plus sign after the 4-digit pass code number. The customer wants to know why the agent sees a plus sign in his notes. Apologized. Customer requested follow up.	01/11/06	E-mailed customer and advised this was due to internal procedure. His note has been updated. Apologized to the customer.
01/11/06	Customer had asked agent to dial 800 number. After it rang 10 times, customer asked agent to try again. Agent took a long time to answer. Apologized for inconvenience and said someone would follow up with agent.	01/11/06	Agent was met with and coached to pay 100% attention to calls. The Agent was also reminded to keep the customer informed if there is going to be a delay in processing a request. A follow up letter was sent 1/20/06.
01/31/06	CapTel: Disconnect/Reconnect during calls.	01/31/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/08/06	Caller said agent misspelled a word 3 times and caller asked for a different agent to continue his call. Caller said agent got all upset and refused to call a supervisor when caller requested it. Caller said the agent hung up on him. The call took place two weeks ago and he just had not had time to call in about the problem until today. Apologized for the problem and let caller know a complaint would be filed No follow-up required on this issue.	02/08/06	There is no agent with that number. Unable to follow up with complaint.
02/09/06	CapTel: Captions - dropped characters/garbled text.	02/09/06	Sent an email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line. Also sent directions for how to do a hard reset.
02/21/06	VCO customer said they asked the agent if they could hear the customer and the operator did not respond. The customer stayed on the line a long time with no response from the agent. Apologized to customer. No follow up requested.	02/21/06	Discussed with the agent. Possible trouble with VCO calls coming in on wrong line. Technicians worked on the problem and rebooted the PC and switch at the center.

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03/06/06	VCO caller reported that his friend could not reach him through IN relay because the agent always reaches fast busy signal. Placed test call through IN Relay the agent dialed and reached fast busy signal. Placed another test call direct from TTY and the call went through just fine. Told caller would enter trouble ticket to resolve the technical problem. Follow up requested.	03/06/06	Technician was able to resolve the fast busy on the following day by setting up the dialing procedure thru a specific carrier selected by the caller. A message was left on caller's voice mail with my contact information.
03/09/06	VCO customer branding and database notes did not appear to the agent. Apologized for problem all Customer Database info appeared to Relay Customer Service. Advised complaint and trouble ticket would be entered regarding this issue. Customer did not request contact.	05/22/06	Technician identified the isolated incident and rebooted the agent's computer. No followed up as requested by the caller.
03/12/06	The agent was very rude, would not respond to voice person who needed to get to another phone. Voice person asked for supervisor but agent would not get one. Apologized to caller and her concerns would be brought to the agent's supervisor. Customer wanted their concerns about being more courteous brought to all agents.	03/13/06	The call center assigned with the ID number range is not open weekends; in addition the agent ID number identified by the caller is not assigned to any employee. No additional action.
03/16/06	VCO user called in multiple times to place important call. Agent was "ignoring" caller and repeating questions to him after he gave the number multiple times. When phone was ringing, the agent did not inform caller and disconnected customer while still on the line.	03/18/06	Agent was coached to keep caller informed during call and to never disconnect callers. The agent was asking the caller to repeat the number because the phone was cutting out making it hard to understand. Again, the team leader coached the agent to get a supervisor involved when this happens so we can inform the caller as to what is going on and document the technical difficulties.

03/21/06	CapTel: Disconnect/Reconnect during calls.	03/24/06	Disconnect/Reconnect-Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce disconnections.
03/30/06	Customer can not reach relay when calling on her Vonage VOIP phone. She can call other numbers but can not reach 1 800 743 3333 relay number. Apologized for the problem and assured that a trouble ticket would be sent to the technicians to investigate further.	04/04/06	Technician contacted Vonage and conducted successful test calls to 800-743-3333 from Vonage phones. Vonage recommended that the customer to take some corrective actions at home to make it work. Customer has been contacted with the information to correct the problem and referred to Vonage for further assistance.

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04/20/06	CapTel: Service - General	04/24/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	CapTel: Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06	CapTel: Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/03/06	CapTel: Disconnect/Reconnect during calls.	06/05/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/05/06	The agent was using record feature to pause/play recording and when pressing to get back to "real time" the recording was muffled and hard to understand. Customer is concerned that this may be a network problem and would like response via email.	05/05/06	Technician conducted test calls from the agent's PC and found no technical issues. It could be an isolated incident. No action taken. Email was sent to the customer by the Account Manager.
05/27/06	Customer states that when asking the agent to retrieve his voice mail messages that agent got TTY tones so loudly that it was hard for her to complete the call. Thanked the customer for letting us know and assured that the problem would be investigated further and that the complaint would be sent in as stated. No call back requested.	06/14/06	Technician could not duplicate/reproduce the problem as described. Account Manager contacted the customer's co-worker to get better understanding of the ongoing problem and it was learned that the loud tones was not the TTY but the customer's old hearing aid that was making high pitched noises. It was very possible that the agent heard this instead of TTY tones. The customer was having his hearing aid fixed when I talked with him.